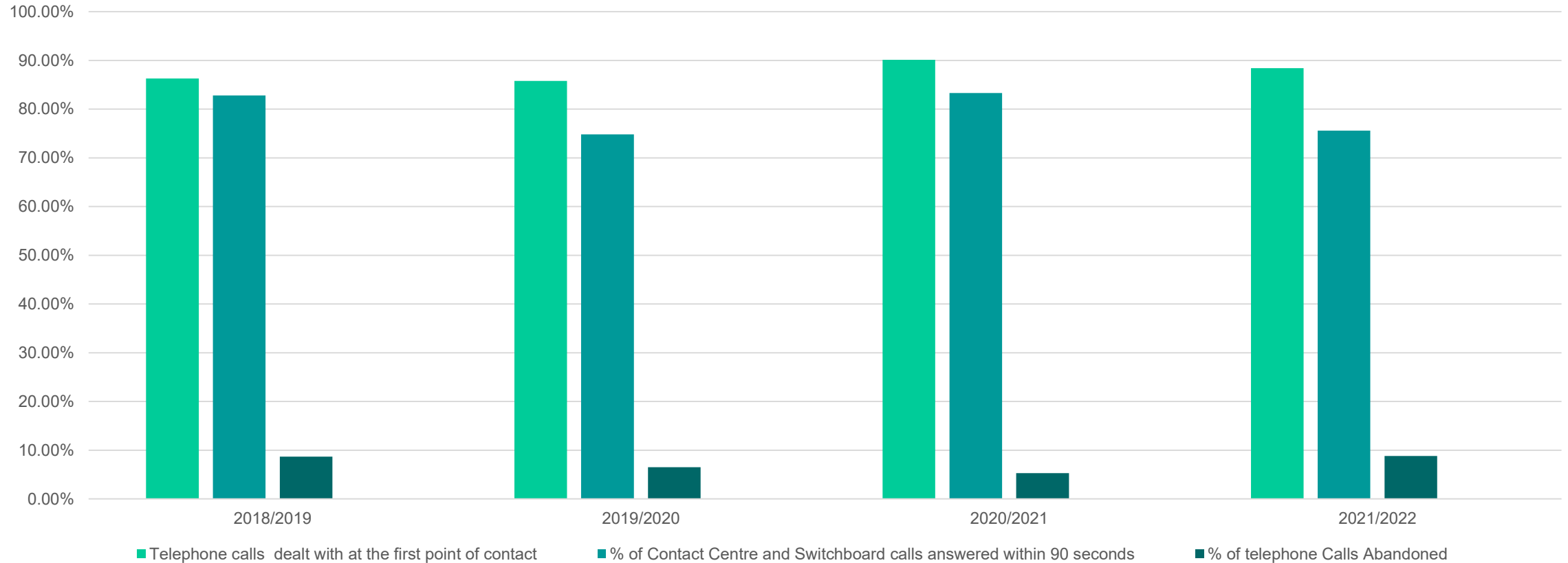


Key Performance Indicators

KPI Yearly comparisson



Demand by Service Area

	2018/2019	2019/2020	2020/2021	2021/2022
Benefits	12391	10206	8817	7460
Children's Services	12964	13273	8855	9386
Community Support Hub			4191	560
Concessionary Fares	1688	1183	718	2074
Council Tax	48278	44099	36530	41116
Elections			1013	
Emergency			315	288
Environmental Health	3321	2664	2031	1649
Libraries	3789	3904	3092	2776
Parking				7128
Planning	13764	11833	8778	8086
Streetcare (including Waste queue)	42514	36500	56027	45251
switchboard	115217	114686	107496	115691
TOTAL	253926	238348	237863	241465



Recorded visits to Market St Reception

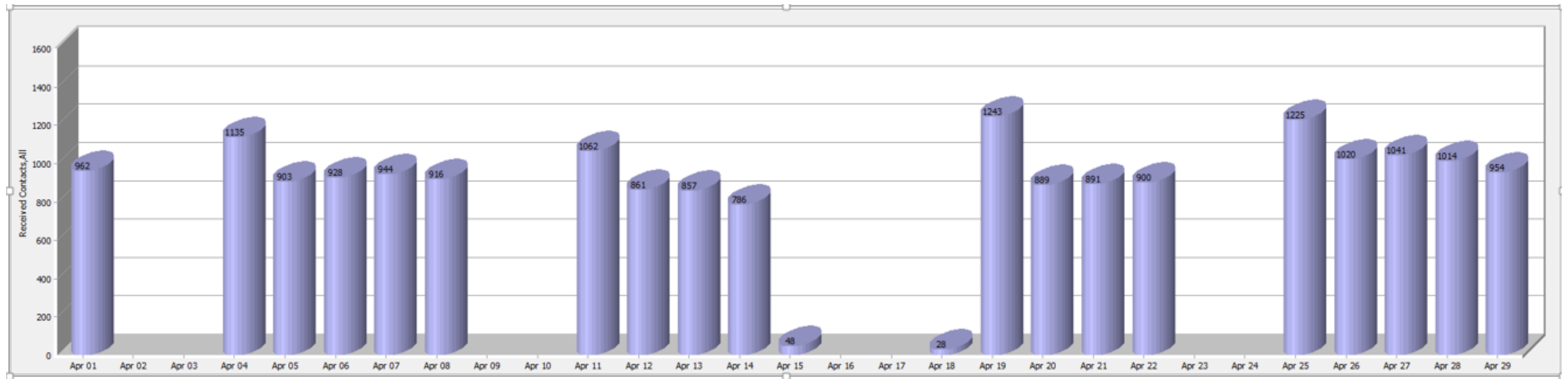
Reception Visits Recorded on Qmatic						
2019/2020				2020/2021		
	MSO				MSO	
Apr	1036			April	Closed	
May	987			May	Closed	
Jun	764			Jun	24	
July	978			Jul	136	
Aug	812			Aug	152	
Sept	883			Sep	184	
Oct	791			Oct	141	
Nov	675			Nov	122	
Dec	486			Dec	104	
Jan	718			Jan	50	
Feb	799			Feb	64	
Mar	659			Mar	113	
	9588				1090	

Transactions processed and time spent

	2018/19	2019/20	2020/21	2021/22
Transactions Processed	286066	269814	256672	258728
Processing time Hrs	19264	19842	20436	19783



Daily Demand – example April 22



Hourly demand example w/c 04.04.22

